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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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DURHAM, NC 27713-7736

EXAMINER
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DESHPANDE, KALYAN K

ART UNIT	PAPER NUMBER
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3623

DATE MAILED: 08/15/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No.	Applicant(s)	
	09/997,571	VOLPE ET AL.	
	Examiner	Art Unit	
	Kalyan K. Deshpande	3623	

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 06 June 2006.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |   |   |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)                        | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)    | Paper No(s)/Mail Date. _____  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____   | 6) <input type="checkbox"/> Other: _____                                    |

## **DETAILED ACTION**

### ***Introduction***

1. The following is a final office action in response to the communications received on June 6, 2006. Claims 1-20 are now pending in this application.

### ***Response to Amendments***

2. Applicants' amendments to claims 1, 7, 10, 17, and 18-20 are acknowledged. Examiner asserts 35 U.S.C. 103 rejections as necessitated by amendment to the claims. Examiner withdraws the claim objections based on the amendments by Applicant.

### ***Response to Arguments***

3. Applicants' arguments filed on June 6, 2006 have been fully considered but are not found persuasive. Applicants' argues Anglin fails to teach the automatic assignment of a submission to an owner with respect to claims 1, 7, 10, and 18.

In response to Applicants' argument Anglin fails to teach the automatic assignment of a submission to an owner with respect to claims 1, 7, 10, and 18, Examiner respectfully disagrees. Anglin also fails to explicitly teach "automatically assigning an owner to the submission". Anglin, however, does teaches the manual process of assigning an owner to a submission (see column 32 lines 14-24, column 33 lines 10-21, column 34 lines 11-20, and figure 41; where the request is stored in a database. A system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies

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as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary.). The automation of a manual process is within the ordinary skill level in the art. See *In re Venner*, 120 USPQ 192, 194; 262 F.2d 91 (CCPA 1958). The advantage of automating this process is that automation eliminates any possible human error in the process and performs the processes more quickly. It would have been obvious, at the time of the invention, to one of ordinary skill in the art to automate the manual process of assigning an owner to the submission taught by Anglin in order to increase the efficiency of the system and eliminate errors, which is a goal of Anglin (see column 1 lines 26-67).

Examiner further notes the following discussion of Official Notice taken from the MPEP:

To adequately traverse such a finding, an applicant must specifically point out the supposed errors in the examiner's action, which would include stating why the noticed fact is not considered to be common knowledge or well-known in the art. See 37 CFR 1.111(b). See also *Chevenard*, 139 F.2d at 713, 60 USPQ at 241 ("[I]n the absence of any demand by appellant for the examiner to produce authority for his statement, we will not consider this contention."). A general allegation that the claims define a patentable invention without any reference to the examiner's assertion of official notice would be inadequate. If applicant adequately traverses the examiner's assertion of official notice, the examiner must provide documentary evidence in the next Office action if the rejection is to be maintained. See 37 CFR 1.104(c)(2). See also *Zurko*, 258 F.3d at 1386, 59 USPQ2d at 1697 ("[T]he Board [or examiner] must point to some concrete evidence in the record in support of these findings" to satisfy the substantial evidence test). If the examiner is relying on personal knowledge to support the finding of what is known in the art, the examiner must provide an affidavit or declaration setting forth specific factual statements and explanation to support the finding. See 37 CFR 1.104(d)(2). If applicant does not traverse the examiner's assertion of official notice or applicant's traverse is not adequate, the examiner should clearly indicate in the next Office action that the common knowledge or well-known in the art statement is taken to be admitted prior art because applicant either failed to traverse the examiner's assertion of official notice or that the traverse was

inadequate. If the traverse was inadequate, the examiner should include an explanation as to why it was inadequate. (MPEP § 2144.03(C))

Applicant has not "specifically point[ed] out the supposed errors in the examiner's action, which would include stating why the noticed fact is not considered to be common knowledge or well-known in the art." Applicants have not challenged Examiner's application of official notice. Due to Applicants' silence on the matter of official notice, the step of "automatically notify a customer of a response to a request via email" is taken to be admitted prior art.

***Claim Rejections - 35 USC § 103***

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claims 1-4, 6, 10-14, and 16-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Anglin et al. (U.S. Patent No. 5862322).

As per claim 1, Anglin teaches:

A system for managing a business organization's customer-related communications, comprising:

at least one originator terminal for receiving from an originator a submission containing a customer information and an identified business issue (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described.

The originator terminal is any end user who is not a customer, per the specification.

Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue.);

a central server computer connected to the originator terminal for storing the submission in a database accessible by the central server computer, for assigning an owner to the submission based upon the submission category, customer information, and identified business issue, and for automatically notifying the owner of the assignment (see column 32 lines 14-24, column 33 lines 10-21, column 34 lines 11-20, and figure 41; where the request is stored in a database. a system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary.);

at least one owner terminal connected to the central server computer for providing access to the submission stored in the database, and for documenting a response to the submission by updating the submission (see column 34 lines 11-52; where a product administrator of vendor personnel can modify and update the requests.).

Anglin fails to explicitly teach a submission containing a "submission category".

Anglin does teach the submission including information regarding identifying

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information, including the end user's name, identifier, telephone number, software application name, the nature of the product request, the product name, the type of product request, and a short description of the error (see column 33 lines 10-38). The type of product request is the same as the submission category. A user inserts in to the product request field the same information as used for a submission category, and therefore are functionally the same. The advantage of including a submission category or a type of request category is that it facilitates organizing the information such that the appropriate personnel can address the requests. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to use the type of product request field in the Anglin system for submission categories in order to have the appropriate personnel respond to the request, which is a goal of Anglin (see column 1 lines 52-67).

Anglin also fails to explicitly teach "automatically assigning an owner to the submission". Anglin, however, does teaches the manual process of assigning an owner to a submission (see column 32 lines 14-24, column 33 lines 10-21, column 34 lines 11-20, and figure 41; where the request is stored in a database. A system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary.). The automation of a manual process is within the ordinary skill level in the art. See *In re Venner*, 120 USPQ 192, 194; 262 F2d 91 (CCPA

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1958). The advantage of automating this process is that automation eliminates any possible human error in the process and performs the processes more quickly. It would have been obvious, at the time of the invention, to one of ordinary skill in the art to automate the manual process of assigning an owner to the submission taught by Anglin in order to increase the efficiency of the system and eliminate errors, which is a goal of Anglin (see column 1 lines 26-67).

As per claim 2, Anglin teaches:

The system of claim 1, wherein the system further includes: at least one FYI assigner terminal connected to the central server computer for providing access to the submission stored in the database to an FYI assigner automatically designated by the central server computer based on the submission category, customer information, and identified business issue, and for documenting a response to the submission by updating the submission (see column 34 lines 11-52; where customer service and the product administrator can update requests with any information. This can include FYI information.).

As per claim 3, Anglin teaches:

The system of claim 1, wherein the central server computer further includes: a customer complaint resolution process software module run by the central server computer for handling a response to a submission containing a customer complaint (see column 32 lines 1-24, column 33 lines 10-38, and column 34 lines 11-52; where the system includes a software module, the "Smartstream Assistant", to resolve customer requests. A customer request is the same as a customer complaint.).



As per claim 4, Anglin teaches:

The system of claim 1, wherein the system exports data to a quality management software module run by the central server computer for generating reports based upon submissions stored in the database (see column 30 lines 4-9; where the system is capable of generating reports.).

As per claim 6, Anglin teaches:

The system of claim 1, further including a customer terminal connected to the central server computer for receiving a submission directly from a customer (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The customer can submit issues through the product administrator or directly.).

As per claim 10, Anglin teaches:

A method for managing a business organization's customer-related communications, comprising:

(a) using a central server computer to administer a network (see column 32 lines 14-24; where the system includes computers for the customer, product administrator, and vendor customer service. Any of these machines can be servers.);

(b) receiving at an originator terminal connected into the network a submission containing customer-related information, a response required submission including an assignment of the submission to an owner (see column 32 lines 14-24, column

33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary.),

(c) transmitting a response-required submission to the central server computer (see column 32 lines 14-24 and column 33 lines 10-21; where the end user submits a request.);

(d) storing the response-required submission in a database accessible by the central server computer (see column 34 lines 11-20; where the request is stored in a database.);

(e) automatically notifying the assigned owner of the response required submission (see column 33 lines 56-67; where once the request has been created it is sent to the product administrator. Sending the request to the administrator is the same as notifying the administrator.);

(f) developing a response to the response-required submission (see column 33 lines 56-67; where the administrator attempts to the respond to the request. If the administrator is unable to respond to the request, he may forward the request to the vendor's customer service.);

(g) documenting the response to the response-required submission by using an owner terminal connected to the central server computer to access and update the response-required submission (see column 34 lines 11-52; where a product administrator of vendor personnel can modify and update the requests.); and

(h) storing the updated response-required submission in the database (see column 34 lines 11-52; where the updated and modified requests based on the response is stored in the database.).

Anglin fails to teach “the submission including a designation of a category of the submission, the designated category being selected from a set of categories including response required submissions” and “automatically assigning the submission to an owner”. These limitations are already addressed by the rejection of claim 1; therefore the same rejection applies here.

As per claim 11, Anglin teaches:

The method of claim 10, wherein step (e) includes providing the owner with a workflow queue of requests to be worked on by the owner (see column 7 lines 33-59; where requests are listed in an administrator’s “activities” list.).

As per claim 12, Anglin teaches:

The method of claim 10, wherein the set of categories includes FYI submissions, an FYI submission including a designation of an assigner, and wherein the method further includes:

receiving an FYI submission at the originator terminal (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user,

product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary. The request can be of any nature, including just informational. An FYI submission is a submission that is informational in nature per the Specification.);

storing the FYI submission in the database (see column 34 lines 11-20; where the request is stored in a database.);

automatically notifying the designated assigner of the FYI submission (see column 33 lines 56-67; where once the request has been created it is sent to the product administrator. Sending the request to the administrator is the same as notifying the administrator.);

documenting a response to the FYI submission by using the owner terminal to access and update the FYI submission (see column 34 lines 11-52; where a product administrator or vendor personnel can modify and update the requests.);

storing the updated FYI submission in the database (see column 34 lines 11-52; where the updated and modified requests based on the response is stored in the database.).

As per claim 13, Anglin teaches:

The method of claim 10, wherein the set of categories includes customer complaint submissions, and wherein the method further includes: automatically invoking a customer complaint resolution process to handles the customer complaint (see column 32 lines 1-24, column 33 lines 10-38, and column 34 lines 11-52; where the system includes a software module, the "Smartstream Assistant", to resolve customer requests. A customer request is the same as a customer complaint.).

As per claim 14, Anglin teaches:

The method of claim 10, further including: generating quality management reports based upon submissions stored in the database (see column 30 lines 4-9; where the system is capable of generating reports.).

As per claim 16, Anglin teaches:

The method of claim 10, further including: receiving an external customer submission directly from an external customer terminal connected to the central server computer; automatically storing the external customer submission in the database; and notifying a VOC owner of the submission (see column 32 lines 14-24, column 33 lines 10-21, column 33 lines 56-67, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The customer can submit issues through the product administrator or directly. Once the request has been created it is sent to the product administrator. Sending the request to the administrator is the same as notifying the administrator.).

As per claim 17, Anglin fails to teach automatically sending a response to the customer by e-mail after the VOC owner has developed a response and entered it into the system. It is old and well-known in the art to automatically notify a customer of a response to a request via email. The advantage of automatically notifying a customer of a response to a request via email is that it facilitates the efficiency of the system by reducing the amount of time required. It would have been obvious, to one of ordinary skill in the art, to automatically notify a customer of a response to a request via email in order to reducing the amount of time required and increase the efficiency of the system, which is a goal of Anglin (see column 1 lines 63-67 and column 2 lines 1-6).

6. Claims 5, 7-9, 15, and 18-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Anglin et al. (U.S. Patent No. 5862322) in view of Moldenhauer et al. (U.S. Patent No. 6901397).

As per claim 5, Anglin fails to teach a website administered by the central server computer for receiving a submission from an originator terminal, and for receiving a submission update from an owner terminal. Moldenhauer teaches a website administered by the central server computer for receiving a submission from an originator terminal, and for receiving a submission update from an owner terminal (see column 5 lines 42-67 and figure 4; where a website is used as an interface for end users to submit issues to customer service representatives). The advantage of using a website to receive customer submissions is that it allows a dynamic interface for collecting customer and issue information. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to administer a website for receiving end

user submissions in order to provide a dynamic interface for collecting customer and issue information, which is a goal of Moldenhaur (see column 1 lines 31-50).

As per claim 7, Anglin teaches:

A system for managing a business organization's customer-related communications, comprising:

at least one owner terminal connected to the central server computer (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue.); and

a database accessible by the central server computer (see column 34 lines 11-20; where the request is stored in a database.),

the central server computer automatically storing the submission in the database and selecting whether to assign an owner to the submission and if an owner is to be assigned to the submission, selecting an owner to whom the submission is to be assigned, assignment of the submission being based on submission category, customer information, and business issue identified in the submission (see column 32 lines 14-24, column 33 lines 10-21, column 34 lines 11-20, and figure 41; where the request is stored in a database. A system including an end user, product administrator, and vendor customer support personnel is described. The originator

terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary.),

the website further including an update submission information that is displayed at an owner terminal for updating a submission stored in the central database to document a response to a submission (see column 34 lines 11-20; where the request is stored in a database.).

Anglin also teaches the submission further including customer information and identification of a business issue associated with the submission (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue.); however, Anglin fails to explicitly teach "a website administered by a central server computer; at least one originator terminal connected to the central server computer and the website including an add submission web page displayed at an originator terminal for receiving a submission containing customer-related information, the submission including a designated category selected from a set of categories including response-required submissions, FYI submissions, and customer complaint submissions". Moldenhauer



teaches a website administered by a central server computer; at least one originator terminal connected to the central server computer (see column 5 lines 42-67 and figure 4; where a website is used as an interface for end users to submit issues to customer service representatives) and the website including an add submission web page displayed at an originator terminal for receiving a submission containing customer-related information, the submission including a designated category selected from a set of categories including response-required submissions, FYI submissions, and customer complaint submissions (see figures 5a, 5b, 5c, and 6a; where the user has the ability to submit information from a webpage to the system.). These limitations are addressed by the rejection of claims 1 and 5; therefore the same rejection applies here.

Anglin also fails to teach the "automatic assigning of the owner of the submission". This limitation is addressed by the rejection of claim 1; therefore the same rejection applies to this claim.

As per claim 8, Anglin teaches:

The system of claim 7, further enabling searching submissions stored in the database and displaying search results (see column 33 lines 56-67 and column 34 lines 11-52; where the user can search through previously submitted requests.).

Anglin fails to teach including a web page. This limitation is taught by Moldenhauer as recited in the rejection of claims 1 and 5; therefore the same rejection applies here.

As per claim 9, Anglin teaches:

The system of claim 7, further including an external customer submission information that is displayed at an external customer terminal, the external customer submission information being used by an external customer to make a submission directly into the system (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The customer can submit issues through the product administrator or directly.).

Anglin fails to teach including a web page. This limitation is taught by Moldenhauer as recited in the rejection of claims 1 and 5; therefore the same rejection applies here.

As per claim 15, Anglin fails to teach step (a) includes using the central server computer to administer a website, and wherein steps (b) and (g) include gaining access to the website. Moldenhauer teaches this limitation as recited in the rejection of claim 5; therefore the same rejection applies here.

As per claim 18, Anglin teaches:

A method for managing a business organization's customer-related communications, comprising:

(c) receiving at the add submission information a submission containing customer-related information, the submission including a designated category selected from a set of categories including response-required submissions, FYI submissions, and customer complaint submissions, the submission further including customer information and identification of a business issue associated with the

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submission (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary.),

(d) automatically storing the submission in the database, determining whether to assign the submission to an owner, and selecting an owner to whom the submission is to be assigned, assignment of the submission being based on submission category, customer information, and business issue identified in the submission (see column 32 lines 14-24, column 33 lines 10-21, column 34 lines 11-20, and figure 41; where the request is stored in a database. a system including an end user, product administrator, and vendor customer support personnel is described. The originator terminal is any end user who is not a customer, per the specification. Here, the product vendor is an end user who qualifies as an originator terminal. The request information includes customer information and a business issue. The owner of the issue is initially the product administrator and can be further assigned to the vendor customer service if necessary.),

(e) displaying an update submission information at an owner terminal connected to the central server computer (see column 34 lines 11-52; where a product

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administrator of vendor personnel can modify and update the requests. The updated submissions can be searched or sorted and are displayed in a list.);

(f) documenting a response to a submission by using the update submission information to access and update a submission stored in the database (see column 34 lines 11-52; where a product administrator of vendor personnel can modify and update the requests.); and

(g) storing the updated submissions in the database (see column 34 lines 11-52; where the updated and modified requests based on the response is stored in the database.).

Anglin fails to teach (a) administering a website from a central server computer, (b) displaying an add submission web page at an originator terminal connected to the center server computer, and a "submission web page". These limitations are taught by Modenhauer recited in the rejection of claims 1 and 5; therefore the same rejection applies here.

As per claim 19, Anglin teaches:

The method of claim 18, further including: displaying at a terminal connected to the central server computer a search submissions information for search submissions stored in the database and displaying search results (see column 33 lines 56-67 and column 34 lines 11-52; where the user can search through previously submitted requests.).

Anglin fails to teach including a web page. This limitation is taught by Moldenhauer as recited in the rejection of claims 1 and 5; therefore the same rejection applies here.

As per claim 20, Anglin teaches:

The method of claim 18, further including: displaying an external customer submission information at an external customer terminal connected to the central server computer; using the external customer submission information to receive a submission directly from a customer (see column 32 lines 14-24, column 33 lines 10-21, and figure 41; where a system including an end user, product administrator, and vendor customer support personnel is described. The customer can submit issues through the product administrator or directly.).

Anglin fails to teach including a web page. This limitation is taught by Moldenhauer as recited in the rejection of claims 1 and 5; therefore the same rejection applies here.

### ***Conclusion***

7. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. The following are pertinent to the current invention, though not relied upon:

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP

§ 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

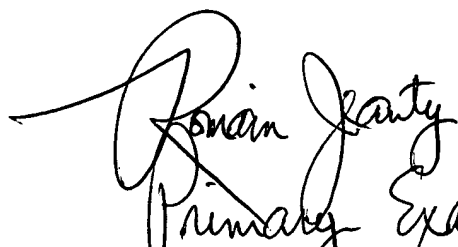
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kalyan K. Deshpande whose telephone number is (571)272-5880. The examiner can normally be reached on M-F 8am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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kkd

  
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